



**MINISTRY OF GENDER, FAMILY AND SOCIAL SERVICES**

**REQUEST FOR PROPOSAL**

**HUMAN RESOURCE MANAGEMENT SYSTEM**

**Ministry of Gender, Family and Social Services**  
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## Definitions

RFP	Request for Proposal
MOGFSS	Ministry of Gender, Family and Social Services

## Introduction

The Ministry of Gender, Family and Social Services (MOGFSS) intends to purchase **Software and hardware equipment's** specified in this RFP. This RFP is not an offer to purchase but is a request to receive proposals.

It is the responsibility of each vendor to be aware of, and comply with, all relevant laws. All proposals submitted will be properties of MOGFSS and is not, and will not be, responsible for any costs incurred by the vendor in preparations of the proposal.

## SCOPE OF WORK

### HRM System for 1500 Staff (Distributed within The Maldives Islands)

#### **1. Profile**

- Document cabinets (educational, police, id card, etc.)
- Manage Expiry alerts: turn off, renewal, etc., (ID card, work visa, pp, agreements)
- Manage details for special Leaves (education, training)
- Join date
- Position
- Salary details basic
- Allowances
- Email, contacts, address, etc.
- Offence details (criminal records)
- Service Duration
- Permanent and temporary staff, contract staff.
- Warnings (verbal, written)
- Title, position changes
- Dynamic fields to allow adding and maintaining new information
- Alerts to fill skipped mandatory fields (eg when hiring new employee)
- Manage credit scheme

#### **2. Calendar**

- Manage holidays, half days, rainy days (types and rules for types of days to be dynamic)
- Manage multiple calendars (different holidays for different types of staffs, departments)
- Types of days: Rainy day exempts first late; half days reduces working hours leading or trailing
- Types of days should be applicable for specific calendar, date ranges, department, staff, etc.
- Manage multiple calendars with inheritance from other defined calendars

#### **3. Leave**

- Annual Leave
- Sick Leave
- Family Responsibility Leave
- Maternity Leave
- Paternity Leave
- Pre-Maternity Leave
- Hajj Leave
- No Pay Leave
- Special Circumstance Leave (No Pay)
- Paid Study Leave
- Circumcision leave

- Covid-19 Leave
- Childcare leave
- Before Birth Leave (No Pay)
- Before Birth Leave (Paid Leave)
- After Birth Maternity Leave
- Still Birth Maternity Leave
- Miscarriage Maternity Leave

#### **4. Disciplinary Actions**

- Details of the actions taken

#### **5. Trainings**

- Current trainings of the staff
- Future trainings need
- Personal Development Plan

#### **6. Duty Roster**

- Manage roster for fixed time and duty staff
- Automatically generate duty roster fairly
- Allow staff request to swap duties with approvals
- Manage multiple Duty rosters (eg Ramzan) with inheritance from other rosters

#### **7. Social**

- Maintain funds such as recreational funds, birthday funds, etc. to deducted from staff salary
- Maintain saving games and agreements played with staffs

#### **8. Performance appraisal**

- Define manage Goals and Targets enter and fill by supervisor and staff
- entry of work done by staff
- assign projects and works
- Integration to Web Portal to access work progress and performance
- Define deadlines and reminder alerts
- Print forms and email to staff from system
- Fillable from system, mobile app or attached as signed document

## 9. Communication Channels

- Chat with and share documents to department peers and supervisors
- Send and receive email and SMS between system and staff
- Leave request time capture from email and SMS
- Supervisor should be able to see where their staff are from access control and sign in
- Automatic alerts to be sent to preferred alert channel (SMS, email, dashboard)

## 10. Hiring and Termination

- staff hiring /termination/promotion demotion/ suspension with and without pay
- Past work service duration (sum of all work experience, like in viuga)
- Hiring with and without recruitment process (with offer letter)
- Contract staff renewal process
- Enter attach all documents to profile (education, certificate, interview mark sheets)
- Job experience to profile

## 11. Departments and Structure

- Multiple Supervisor/Staff assignment to multiple departments
- Manage Supervisor roles (approval for leaves, etc.)
- Dynamic List for types of Departments (Department, Section, etc.)
- Unlimited hierarchy to create complex structures
- Automatic Inheritance of roles and views in the hierarchy
- Define buildings, locations, etc.
- Supervisor transfer of Roles and Responsibilities on leaves
- Define locations that users can and cannot log in from
- Supervisor can assign other staff temporary on behalf entry of data
- Work handover and assignment of roles and responsibilities to other staff

## 12. Attendance Machines

- Automatically download data from all machines on intranet
- Secure download of data on machines across internet
- One click import/export of data from machines on disconnected networks
- Fully integrate to machine to upload staff details from system
- Integrated to any/multiple brands with sufficient API during service period
- Should have 8 function keys for brake

## 13. Viuga Integration

- Integrate to or produce files ready to be submitted
  - Performance appraisal
  - Structure change request
  - Hire and terminate request
  - Promotions enter
  - Leave records enter (pay leave and no pay)
  - etc.

## 14. SAP Integration

- Integrate to or produce files ready to be submitted
- Maintain sap codes
- late fine, pension, absent date, etc.

## 15. Payroll

- Generate Payroll
- Salary slips sending (sending to email, view on system or mobile app)
- Formulae based salary calculations for rules to be adjustable dynamically.
- Late fine, without approval out time and other penalties should be calculated independently
- manual recurring, time based and one-time allowance entering (food, risk allowance)
- basic salary and all other allowance adjustments (permanent and temporary)
- completed approved adjustment should be locked based on roles
- automatic pension sheet generating (upload format)
- notifications if the total salary exceeds the usual salary (just for alert to identify mistakes)
- generating sheets required to enter SAP system (late fine, pension, absent date, with codes)
- Bank's total (how much total sum for each bank)
- Pension total for sap (etc.)
- Salary codes (SAP integration codes)
- Re-generation of payroll of individual employees for any period (past and present)
- Add Recurring adjustments for advance months such as repay of staff loans
- Enter adjustments for errors, additions and omission for future payroll
- Allowances, working hours, duty, roster, etc. can be inherited from structure
- Create multiple salary structure with effective date

## 16. Attendance

- Automatic download of attendance
- Absent days (figure should be visible)
- Late fine calculation (calculate able on basic salary only or sum of particular allowances)
- Total number of hours in the office
- Deductions on unauthorized outgoing
- Types of days, full day, half day, no late date, rainy day, etc.
- Calculation and reports of late fines and unauthorized outgoing, etc. on a monthly basis.
- Absent days penalty.
- Training staff release
- Special Release (eg sports)
- While Taking report, staff's status should be visible with leave type
- Report FRL (Aaileezimaa), Leave (Salaam) via sms

## 17. Network

- Work offline at disconnected locations without internet, network and database connectivity.
- Automatically sync from disconnected locations when live
- Manage conflicts from sync
- Application should work with no intranet/internet connection after caching sufficient data
- Every system installation location should be uniquely identified and logins logged

## **18. Users and Roles**

- User login should be authenticated by Ministry's AD Server.
- All tasks performable on the system should be role based and granular.

## **19. User Interface**

- Should be able to apply for annual leave, Family response leave and salaam, etc.
- Work from home staffs should be able to mark attendances via SMS or web interface.
- Should be able to view annual leave, Family response leave and salaam, balances
- Should be able to request for OT past present and future date
- Should be able to request for punch in/out time amendment OT and Office time separate
- Daily staff work sheet for work from home staffs fillable.
- Monthly basis appraisal.

## **20. Approval**

- Supervisor should be able to approve all types of leave
- Supervisor should be able to approve OT in/out time
- Supervisor should be able to approve Attendance in/out in case of forgetting to punch in/out
- Approval and makes assigning on assigned staff monthly basis appraisal.
- Work from home staff work sheet approval.

## **21. Audit log**

- Complete audit log of all the connected systems
- Maintain change history of data

## **22. System and Upgrade**

- Upgrades to system during service period should be automatic from cloud
- Upgrade progress should be automatic
- DB schema upgrades should be automatic
- View all systems upgrades, versions and interaction times
- Integration with Door Access Control and Attendance Machines should be from DLLS
- All integrations should be maintained and updated with changes during the service period

## **23. Backups**

- Systems should make automatic backups
- Should be able to keep record of EX employers for a period of 5 years.

## **24. Web App**

- Provide supervisors to manage their tasks
- Supervisors to view reports
- Allow staff to update work and appraisal
- Progressive web app (PWA) compatible
- Responsive web app (mobile/tablet compatible)
- Notify leaves, etc.

## **25. Programing**

- Preferred coding language for main system is C#/PHP
- Preferred coding language for database is SQL/MySQL
- System should use WPF for visual elements
- Source code should be made available
- Source code must be cleanly organized with proper commenting

## **26. Installation**

- Application must be setup, installed and configured in a virtual environment within MoGFSS.

## **27. THE SCOPE OF WORK INCLUDES:**

- On-the-Job Training for IT staff while installing and configuring on premises
- Respective training for HR staff
- Respective training for Supervisory staff
- Respective training for rest of the Ministry staff
- Two year (2y) free maintenance and updates.